

WHITESHELL MARKETING ORGANIZATION OPERATIONAL POLICY



MISSION STATEMENT:

To promote the Whiteshell as Manitoba's premier destination by showcasing its natural beauty, cultural heritage, and tourism opportunities. As a volunteer-driven, non-profit organization, we serve our members and visitors through impactful marketing that increases tourism and supports the region's growth and sustainability.

TITLE: Committee Grievance Policy and Procedure

POLICY #: 006

EFFECTIVE DATE: October 2025

REVIEW DATE: Annually

REVISION DATE: October 2025

SIGNATURE: _____

POLICY

This policy establishes the formal process for the filing, review, and resolution of grievances concerning the conduct of WMO Board members, staff, members, or volunteers, as well as the interpretation or application of WMO policies. The goal of this policy is to provide a fair, impartial, and timely method for addressing concerns to maintain a professional and ethical environment aligned with the WMO's mission.

GUIDELINES

A. Scope

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- 1. Applicability (Who and What):** This policy applies to grievances filed by WMO Board members, paid staff, WMO members (business and non-profit), and non-member volunteers regarding:
 - The **conduct** of any WMO Board member, staff, member, or volunteer.
 - The **interpretation** or **application** of any WMO operational policy (e.g., Committee Policies, Financial Spending, etc.).
 - Operational or conduct issues within the WMO that affect the integrity or function of the organization.
- 2. Exclusions:** This policy does **not** apply to the following:
 - **Membership Denial/Revocation:** These matters are governed by the Business Eligibility for Membership Policy (Policy #001) or the Non-profit Membership Policy (Policy #002), which include their own appeal processes.
 - **External Business Disputes:** Disputes between a WMO member business and a visitor or another business that do not directly involve the WMO's operations or staff.
 - **Allied Membership:** Matters relating to the approval or review of Allied Membership are addressed under Policy #004.

B. Principles

- 1. Confidentiality:** All parties involved, including the Board reviewing the grievance, must maintain strict confidentiality throughout the process. Information will only be disclosed to the extent necessary to investigate and resolve the grievance.

2. **Non-Retaliation:** No person shall be subject to retaliation or adverse action for filing a grievance in good faith or for participating in the investigation of a grievance.
3. **Impartiality:** Any Board member with a conflict of interest regarding the grievance (e.g., direct involvement, personal relationship with a party) shall recuse themselves from the review and decision-making process.

PROCEDURE

1. Informal Resolution (Encouraged First Step)

Before filing a formal grievance, the aggrieved party is encouraged to attempt to resolve the issue directly with the person or party involved, provided they feel comfortable and safe doing so.

2. Formal Submission of Grievance

- **Filing:** The grievance must be submitted in writing to the **WMO Board Chair** (or the Vice-Chair if the grievance involves the Chair).
- **Content:** The written grievance must include:
 - The name and contact information of the aggrieved party.
 - The name of the individual(s) or policy being grieved.
 - A detailed description of the event(s) or issue(s), including relevant dates and locations.
 - A description of any attempts at informal resolution.
 - The desired remedy or resolution.
- **Timeline:** The grievance should be filed as soon as possible, and no later than **30 days** after the aggrieved party became aware of the issue.

3. Review and Investigation

- **Initial Review:** The Board Chair (or designated officer) will acknowledge receipt of the grievance within five (5) business days and will determine if it falls within the scope of this policy.
- **Grievance Committee:** The Board will appoint a small **Ad-Hoc Grievance Committee** (typically three impartial Board members) to investigate.
- **Investigation:** The Committee will interview relevant parties, review documentation, and gather facts. The party against whom the grievance is filed will be provided a copy of the grievance and an opportunity to respond.

4. Board Decision and Communication

- **Recommendation:** The Grievance Committee will prepare a confidential report and recommendation for the full Board of Directors.
- **Decision:** The Board will review the report and vote on a resolution. A **majority vote** is required for the final decision.
- **Notification:** The Board Chair will communicate the final decision and the reasons for it, in writing, to all principal parties within **45 days** of the formal submission date, unless the complexity of the case requires a longer investigation.

5. Appeal

- The Board's decision is considered final. However, a party may request an appeal to the full Board only if new, material evidence becomes available after the initial decision. This appeal must be submitted in writing within **10 days** of receiving the Board's decision. The Board's decision following this appeal is final.